

# 1999-01 Performance Progress Report

## For Quarter Ending June 2001

Agency 095

### Office of State Auditor

#### Mission

The State Auditor's Office independently serves the citizens of Washington by promoting government accountability, fiscal integrity and openness in state and local government. Working with these governments, we strive to ensure the proper use of public resources.

**Goal** To provide independent, quality audits of state and local governments

**Performance Measure** Percent of customers satisfied with the audit process. Citizens will be surveyed on satisfaction. Governments will be surveyed on accuracy of fact, fairness and value.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		74%				83%		
Actual		83%*				**		
Date Measured		11/30/1999						

**Quarter 2 Comment** \*This percentage is based on a survey of cities, counties, schools and state agencies.

**Quarter 6 Comment** \*\*Due to financial constraints we were unable to conduct a customer survey during FY2001. The next survey will be conducted during FY2002

**Performance Measure** Years in which the State Auditor demonstrates adherence to national quality standards by passing the National State Auditors Association's triennial peer reviews. The external review encompasses audits performed and related organizational controls.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								1
Actual								
Date Measured								

**Quarter 8 Comment** \*This is done every three years. The FY 1998 and FY 1995 peer reviews were conducted and standards were met. Our next peer review is scheduled for the fall of 2001.

**Goal** To collect and report consistent, timely and reliable government financial data.

**Performance Measure** Percent of users satisfied with due process and value of the Budget, Accounting and Reporting Systems (BARS) prescription process. (Users are Citizens, Local Governments, Local Government Associations, Legislature, Legislative staff, etc.)

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		87%				94%		
Actual		94%				96%		
Date Measured		12/31/1999				12/31/2000		

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**Performance Measure** Percent of users satisfied with Local Government Comparative Statistics (LGCS). (Users are Citizens, Local Governments, Local Government Associations, Legislature, Legislative staff, etc.)

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		87%				94%		
Actual		94%				94%		
Date Measured		12/31/1999				12/31/2000		

**Goal** To investigate and report, in a responsive and unbiased manner, assertions of improper activities in state government.

**Performance Measure** Percent of whistleblowers, agencies and alleged parties satisfied with the fairness and responsiveness of the State Auditor's investigative process.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate		65%				70%		
Actual		73%*				**		
Date Measured		11/30/1999						

**Quarter 2 Comment** \*This survey included state agencies but did not include whistleblowers or subjects. The FY 2001 survey will include the entire population - whistleblowers, subjects & agencies. This FY 2001 survey will be 1 year after implementation of 1999 amendments to the whistleblower act.

**Quarter 6 Comment** \*\*This survey will take place on an biennial instead of an annual basis. The next survey is scheduled to take place Fall of 2001.